



Administrative Office Assistant Career Prep

MSB101 / 180 Hours / 12 Months / Self-Paced / Materials Included

Course Overview:

In this course, we will discuss and become proficient in the skills necessary to succeed as an administrative office assistant, including office etiquette, reception skills, technology, correspondence, calendar management, bookkeeping, travel planning, and other duties performed by an assistant.

About ProTrain:

ProTrain is committed to offering world class interactive online courses that provide training and learning support for the student in a number of ways during their experience. The ProTrain course structure has been developed to provide activities to guide students throughout the entire process of learning. Learning activities include hands-on assignments that allow students to use what they are learning to allow better transferable skills within their work environments; and collaborative assignments, like wikis and discussion groups that allow them to share what they have learned with others in the same course.

While a student learns, they are not alone. Each student will receive guidance and support from his or her assigned Training Assessment Manager (TAM) and Student Services Specialist (SSS) representative. In addition, we will offer live monthly webinars and feedback sessions for various subject categories. Throughout the entire course, students are monitored by the SSS representative using progress reporting from the ProTrain Registration System (PRS).

ProTrain will provide Students who successfully complete their online certification programs and pass their industry level certification exams the access to the new ProTrain Education-2-Employment Career Tracker system. The Career Tracker will allow our students who pass exams to load their own resumes at no additional cost, and letting industry employers find their talent through the same database.

Curriculum Developer Biography:

Willow Nolland is an expert in education and eLearning, with more than ten years of experience in curriculum development and instructional design. She has worked in higher education for over twelve years, and has developed numerous courses and has been involved in curriculum development across disciplines. She has experience with academic program development and coordination, curriculum development, student learning outcomes, educational partnerships, and student development. In addition, she has developed and administered professional development programs for various groups, including teachers, counselors, healthcare workers and members of private industry. She is a certified Quality Matters Reviewer and has taken graduate courses in online course development. She designs and teaches online courses at the college level and is proficient in a variety of course management systems. She has helped educators redesign their courses to transition them from a face-to-face format to an online format, and has provided course editing assistance to others. As a freelance instructional designer and curriculum developer, her projects have included course editing and redesign of online continuing education courses for nurses, CEU curriculum development for healthcare workers and teachers, and course review and editing for various colleges and universities.

Course Outline:

Lesson 1: General Procedures

In this lesson we will explain why an administrative assistant is needed and become familiar with the things that are generally expected of an administrative assistant. Students will identify the main duties and functions of an administrative office assistant, including reception and phone duties, email and offline correspondence, calendar management, travel arrangements, typing, copying, filing, organizational duties, and other responsibilities.

Lesson 2: Office Equipment and Computers

In this lesson we will become familiar with the use of office equipment, including the computer, the internet, office programs, the printer, the copier, and fax machine. Students will demonstrate proficiency in the basic use of office equipment and programs. In addition, we will discuss the importance of office etiquette as well as the rules and habits of positive office etiquette.

Lesson 3: Using Microsoft Office

In this lesson you will learn about Microsoft Office. Microsoft Office is a suite of programs that includes Word, Excel, PowerPoint, Access, Publisher, and OneNote. All of these programs share common features, such as the Ribbon Bar, Command Tabs, Smart Tags, Screen Tips, and Help.

Lesson 4: Business Documents

In this lesson we will discuss business documents, including the business letter, forms of address, other correspondence, legal documents, and reports. We will discuss the components of an effective business letter and become familiar with other forms of correspondence, as well as the various types of addresses.

Lesson 5: Language Usage

In this lesson we will discuss language usage, grammar, written and oral communication, and numerals. We will become familiar with the principles of grammar in writing, language usage and common language problems. We will discuss the importance of proper spelling and punctuation as well as spelling and punctuation tips and principles. In addition, this lesson will cover the principles of correct pronunciation using the International Phonetic Alphabet, as well as the use of numerals in written and oral communication.

Lesson 6: Financial Activities

In this lesson we will discuss business math concepts including use of a calculator, use of a spreadsheet, calculations, fractions and decimals, and graphs and chart. We will discuss tools for and principles of bookkeeping and accounting and become familiar with various banking accounts, trading, and business administration. In addition, this lesson will cover business taxes, including state and federal taxes, franchise taxes, sales taxes, withholding, and licenses.

Lesson 7: Career Advancement

In this lesson we will discuss presentation and communication skills, office management and supervision, and career planning. We will discuss the various advancement opportunities for the administrative assistant. In addition, this lesson will discuss and practice effective presentation and communication skills.

All necessary materials are included.

System Requirements:

Internet Connectivity Requirements:

- Cable and DSL internet connections are recommended.

Hardware Requirements:

- Minimum Pentium 400 Mhz CPU or G3 Macintosh. 1 GHz or greater CPU recommended.
- 256MB RAM minimum. 1 GB RAM recommended.
- 800x600 video resolution minimum. 1025x768 recommended.
- Speakers/Headphones to listen to Dialogue steaming audio sessions.
- A microphone to speak in Dialogue streaming audio sessions.

Operating System Requirements:

- Windows Vista, 7, 8, 8.1, 9, 10
- Mac OSX 10 or higher.

- OpenSUSE Linux 9.2 or higher.

Web Browser Requirements:

- Google Chrome is recommended.
- Firefox 13.x or greater.
- Internet Explorer 6.x or greater.
- Safari 3.2.2 or greater.

Software Requirements:

- Adobe Flash Player 6 or greater.
- Oracle Java 7 or greater.
- Adobe Reader 7 or greater.

Web Browser Settings:

- Accept Cookies
- Disable Pop-up Blocker.

****Outlines are subject to change, as courses and materials are updated.****